

Enterprise Incident Report October 2011

As of 11/1/2011

Science Technology and Research

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

| Customer Company | Top Number - Total Incidents Bottom Number - First Contact Resolution | |
|---------------------------------|--|-----------|
| | Low | FCR Total |
| Science Technology and Research | 5 0 | 5 0 |
| Customer Company Total | 5 0 | 5 0 |

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

| Customer Company | Top Number - Total Incidents | |
|---------------------------------|--|-----------|
| | Bottom Number - Missed Inital Response | |
| | Low | MIR Total |
| Science Technology and Research | 5 | 5 |
| | 1 | 1 |
| Customer Company Total | 5 | 5 |
| | 1 | 1 |

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

| Customer Company | Top Number - Total Incidents Bottom Number -Average time in hours | |
|---------------------------------|--|-------------|
| | Low | ATTIR Total |
| Science Technology and Research | 5 0.45 | 5 0.45 |
| Customer Company Total | 5 0.45 | 5 0.45 |

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

| Customer Company | Top Number - Total Incidents | |
|---------------------------------|-----------------------------------|----------|
| | Bottom Number - Missed Resolution | |
| | Low | MR Total |
| Science Technology and Research | 5 0 | 5 0 |
| Customer Company Total | 5 0 | 5 0 |

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| Customer Company | Top Number - Total Incidents | |
|---------------------------------|---------------------------------------|------------|
| | Bottom Number - Average time in hours | |
| | Low | ATTR Total |
| Science Technology and Research | 5 0.89 | 5 0.89 |
| Customer Company Total | 5 0.89 | 5 0.89 |

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Detail

| | | | | | | | | |
|------------------------|-------------------------|-----------------|---------------------------------|----------------------|----------|-----------------|------|------|
| INC000000392077 | Ted McAleer | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Burton Brown | Science Technology and Research | Low | Closed | TTR Missed: No | TTR: | 0.03 |
| INC000000392413 | Amanda Moore | Application | Reporting | Novell GroupWise | | TIR Missed: No | TIR: | 0.15 |
| | Metro A Help Desk | Cindy Schroeder | Science Technology and Research | Low | Closed | TTR Missed: No | TTR: | 1.82 |
| INC000000392920 | Ronda Robbins Jones | Mobile Devices | Error | Droid | | TIR Missed: Yes | TIR: | 1.87 |
| | Application Services | Dustin Crump | Science Technology and Research | Low | Closed | TTR Missed: No | TTR: | 1.95 |
| INC000000395503 | Ronda Robbins Jones | Application | Error | State Payroll System | | TIR Missed: No | TIR: | 0.15 |
| | Metro A Help Desk | Liz Evans | Science Technology and Research | Low | Closed | TTR Missed: No | TTR: | 0.23 |
| INC000000400058 | Kevin Hanly | Application | Password | Novell GroupWise | | TIR Missed: No | TIR: | 0.09 |
| | Metro A Help Desk | Cindy Schroeder | Science Technology and Research | Low | Resolved | TTR Missed: No | TTR: | 0.44 |